



Attorney's Docket No.: 003395.P001

PATENT

SUPPLEMENTAL DECLARATION FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address, and citizenship are as stated below, next to my name.

I believe that I am the original, first, and sole inventor (if only one name is listed below) or an original, first, and joint inventor (if plural names are listed below) of the subject matter that is claimed and for which a patent is sought on the invention entitled A METHOD AND APPARATUS FOR NETWORK BASED CUSTOMER SERVICE

the specification of which was filed on August 21, 1998 as United States Application No. 09/137,989 or PCT International Application No. \_\_\_\_\_.

I hereby declare that the subject matter

- X that is claimed and for which a patent is sought on the invention in the patent application as filed,
- \_\_\_\_\_ of the claim(s) as allowed,
- \_\_\_\_\_ of the attached amendment(s),
- \_\_\_\_\_ of the amendment(s) filed on or about \_\_\_\_\_ in the above-identified application,
- \_\_\_\_\_ of the amendment(s) filed on or about \_\_\_\_\_, in Application No. \_\_\_\_\_ filed \_\_\_\_\_, which is a  
\_\_\_\_\_ continuation  
\_\_\_\_\_ divisional  
of Application No. \_\_\_\_\_ filed \_\_\_\_\_.

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was part of my or our invention and was invented before the filing date of the original application, above-identified for such invention.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231

on April 14, 1999  
Date of Deposit

EDITH FUENTES  
Name of Person Mailing Correspondence

[Signature]  
Signature

4-14-99  
Date

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose all information known to me to be material to patentability as defined in 37 C.F.R. Section 1.56.

I hereby claim foreign priority benefits under 35 U.S.C. Sections 119(a)-(d) or 365(b) of any foreign applications for patent or inventor's certificate, or 365(a) of any PCT international application that designated at least one country other than the United States of America, listed below and have also identified below any foreign application for patent or inventor's certificate, or any PCT international application, having a filing date before that of the application on which priority is claimed:

<u>Prior Foreign Application(s)</u>			<u>Priority Claimed</u>	
<u>Number</u>	<u>Country</u>	<u>Day/Month/Year Filed</u>	<u>Yes</u>	<u>No</u>
<u>Number</u>	<u>Country</u>	<u>Day/Month/Year Filed</u>	<u>Yes</u>	<u>No</u>
<u>Number</u>	<u>Country</u>	<u>Day/Month/Year Filed</u>	<u>Yes</u>	<u>No</u>

I hereby claim the benefit under 35 U.S.C. Section 119(e) of any United States provisional applications listed below:

<u>Application Number</u>	<u>Filing Date</u>
<u>Application Number</u>	<u>Filing Date</u>

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I hereby claim the benefit under 35 U.S.C. Section 120 of any United States applications, or 365(c) of any PCT international application designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application in the manner provided by the first paragraph of 35 U.S.C. Section 112, I acknowledge the duty to disclose all information known to me to be material to patentability as defined in 37 C.F.R. Section 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application:

<u>(U.S. Parent Application or PCT Parent No.)</u>	<u>Parent Filing Date</u>	<u>(Status -- patented, pending, abandoned)</u>	<u>Parent Patent No. (if applicable)</u>
<u>(U.S. Parent Application or PCT Parent No.)</u>	<u>Parent Filing Date</u>	<u>(Status -- patented, pending, abandoned)</u>	<u>Parent Patent No. (if applicable)</u>

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. Section 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of Sole/First Inventor Frank A. Galdes

Inventor's Signature Frank A. Galdes Date 4/1/99

Residence Menlo Park, California Citizenship U.S.A.  
(City, State) (Country)

Post Office Address 19 Perry Avenue  
Menlo Park, CA 94025

Full Name of Second/Joint Inventor Mark A. Ericson

Inventor's Signature Mark A. Ericson Date 4/2/99

Residence Redwood City, California Citizenship U.S.A.  
(City, State) (Country)

Post Office Address 1713 Edgewood Road  
Redwood City, CA 94062

Full Name of Third/Joint Inventor \_\_\_\_\_

Inventor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Residence \_\_\_\_\_ Citizenship \_\_\_\_\_  
(City, State) (Country)

Post Office Address \_\_\_\_\_  
\_\_\_\_\_

Full Name of Fourth/Joint Inventor \_\_\_\_\_

Inventor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Residence \_\_\_\_\_ Citizenship \_\_\_\_\_  
(City, State) (Country)

Post Office Address \_\_\_\_\_  
\_\_\_\_\_

